

LEGISLATIVE COUNCIL POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Ombudsman Analyst

AGENCY: Legislative Corrections Ombudsman

SALARY SCHEDULE RANGE: G

STATUS: Full-Time

GENERAL DESCRIPTION OF POSITION:

Following established guidelines and procedures, the employee in this position conducts comprehensive investigations relating to the administrative actions, policies and procedures of the Michigan Department of Corrections (MDOC). Gathers evidence and information, conducts the necessary research to analyze issues and complaints, and makes recommendations for a response. Prepares written reports and maintains electronic databases. Periodic travel to statewide correctional facilities required to interview prisoners or MDOC staff. Duties are performed under the general supervision of the Legislative Corrections Ombudsman.

EXAMPLES OF WORK:

- Analyzes issues or complaints submitted to the agency by prisoners, legislators, or at the request of the Legislative Corrections Ombudsman. Plans, conducts and executes investigations and determines appropriate response.
- Gathers documents and data to thoroughly analyze complaints, including statutes, administrative law, policies, and MDOC procedures to ensure the MDOC is appropriately following relevant policies, rules and laws. Analyzes and evaluates facts and documentation, drawing logical conclusions from information gathered.
- Recommends policy changes to MDOC officials and alerts Legislators to potential liabilities, needed improvements, and system-wide issues within the MDOC.
- Makes arrangements to communicate with and interview MDOC staff or interview prisoners as needed to conduct investigations.
- Periodically visits State correctional facilities to review prisoner or facility records and inspect MDOC facilities and buildings. Monitors conditions within facilities.
- Mediates disputes between the MDOC and prisoners when necessary.
- Researches and analyzes corrections trends and prison conditions.
- Maintains ongoing communication with LCO office staff and Ombudsman to improve the efficiency and effectiveness of the office. Takes initiative to recommend policies and

procedures for improvement. Summarizes investigations and meetings in detailed written reports and electronic databases according to established office procedures.

- Establishes and maintains cooperative working relationships with staff, other agencies, legislators and legislative staff, prisoners, and MDOC personnel.
- Operates a personal computer to prepare reports, search databases, conduct research and to utilize network or other web-based applications. Prepares written memoranda, correspondence and other documents as needed.
- Maintains confidential files and ensures accuracy, thoroughness and timely completion of work.
- Assists with special investigations and projects as assigned.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Knowledge of the policies, procedures, and operations of the Department of Corrections, corrections subject areas and laws, and the Corrections Ombudsman statute.
- Knowledge of the Legislature, State government operations and the criminal justice system.
- Knowledge of various research, analytical and interviewing techniques.
- Ability to analyze MDOC procedures and apply relevant rules, regulations and policies in individual situations to determine an appropriate course of action or solution.
- Ability to learn and implement the policies, procedures, operations and statutory requirements of the Legislative Council and the Legislative Corrections Ombudsman.
- Ability to make sound and ethical decisions regarding highly sensitive matters and maintain confidentiality.
- Ability to communicate effectively both orally and in writing, including the ability to prepare comprehensive written reports and routine day-to-day correspondence.
- Sensitivity to diversity issues, with the ability to interact with individuals from a wide variety of backgrounds and maintain an objective understanding.
- Ability to handle stressful situations and conduct work in a prison environment that may be uncomfortable.
- Ability to multi-task and effectively manage a high-volume workload; strong organizational skills.

- Ability to demonstrate a teamwork approach and an eagerness to become involved in opportunities to improve the LCO office and MDOC operations.
- Knowledge of PC operating systems, including standard knowledge of word processing software programs.
- Ability to learn and use internal software programs, including employee self-service, email management, records databases, and DCDS.

EDUCATION AND EXPERIENCE

- Bachelor's degree in social sciences or related area required.
- Excellent interpersonal and organizational skills required.
- Excellent research and writing skills required.
- One to three years of work experience in the legislative process, the social services arena, corrections, public policy, or other related field.
- Equivalent combination of education and experience acceptable, as determined by the Ombudsman.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work overtime as required, including holidays, evenings and weekends.
- A valid Michigan driver's license.